



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HOUSING PROGRAM REVIEW COORDINATOR

Class No. 03828

■ CLASSIFICATION PURPOSE

To plan, implement, and coordinate housing program review activities; to analyze audit information; to develop operational techniques and procedures to improve public service delivery and ensure compliance with housing laws and regulations; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

The Housing Program Review Coordinator plans, supervises, and coordinates the activities of the Program Review Unit in the Housing and Community Development Department. This one-position class develops and implements procedures to conduct program review audits of employee performance and work processes; analyzes audit information to identify problem areas; recommends policy and procedural changes to ensure compliance with housing laws and regulations and improve public service delivery. Housing Program Review Coordinator is distinguished from the next higher class, Housing Program Manager in that the latter is responsible for directing and managing the full scope of activities in the Program Services Division.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Develops and implements audit procedures for program review.
2. Plans, assigns, supervises, and evaluates the work of subordinate staff.
3. Reviews, analyzes and interprets audit information and data from a variety of sources to identify error trends and problem areas.
4. Investigates program abuse complaints.
5. Develops and recommends changes in department policies, procedures and work processes to prevent program abuse.
6. Improves delivery of public service.
7. Ensures compliance with housing laws and regulations.
8. Identifies and recommends staff training needs based on audit results.
9. Arranges and coordinates department training activities.
10. Prepares statistical and narrative reports related to program review findings.
11. Performs field inspections of dwellings.
12. Measures dwellings and calculates space.
13. Performs special assignments.
14. Acts as liaison with other divisions and County departments concerning program review issues.
15. Provides responsive, high quality service to County employees, representatives from outside agencies, and members of the public by providing accurate, complete, and up-to-date information, in a courteous, efficient, and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Federal, state, and local housing programs for low-income households and related laws and regulations pertaining to rental assistance, housing rehabilitation and subsidy programs.
- Landlord/tenant rights and responsibilities.
- Housing inspection techniques.
- Housing quality standards for decent, safe, and sanitary housing.
- Federal, state, and local housing agencies and their respective powers and responsibilities.
- Principles and techniques of supervision.
- Business mathematics.
- Investigative techniques and research methods.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Compile, analyze, and interpret data and information to identify problems and draw logical conclusions.
- Communicate effectively, both orally and in writing.
- Prepare statistical and narrative reports.
- Read, understand, and explain to others written policies and regulations.
- Supervise staff to include assigning, reviewing and evaluating work.
- Treat County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills, and abilities listed above. An example of qualifying education/experience is: five (5) years of housing program experience involving the application of low income housing program rules and regulations, two (2) years of which must have been at the level of Housing Specialist III or Housing Rehabilitation Specialist III with the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Essential functions require maintaining physical condition necessary for inspecting and measuring dwellings, i.e. frequent climbing, bending, crawling, stooping, reaching above and below shoulder level, and stretching. Continuous upward and downward flexion of the neck; sitting, repetitive use of hands to operate computers and printers.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Work is performed in an office environment with adequate temperature, ventilation, and lighting. Fieldwork may include visiting businesses, attending off-site meetings, and/or inspecting dwellings.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 16, 1990
Revised: November 8, 1995
Reviewed: Spring 2004